

Frequently Asked Questions from Chapters Regarding the Online Membership System

Where do I go to login?

The site can be accessed through our website at www.deltaepsilonchi.org/onlinemembership.html or the direct link is <http://membership.deltaepsilonchi.org>

What is my user name and password, my chapter ID and my e-mail do not work?

If this is your first time using the membership system, you will need to set up a user name and password. You do that by using the Click Here option under the Login Screen and picking the best statement that describes you. Simply follow the screens after that. If you were using the online membership system last year, your user name and password have not changed.

I have forgotten my user name and password; can you tell me what it is?

You can use the Click Here option under the Login Screen and select the Forgot User Name and Password link. Fill out the appropriate information and you will receive it in your e-mail. You have to use the same e-mail address that you used when setting up your user name and password. If your Email has changed from last year, please contact our membership department for assistance.

What is my Chapter ID?

It can be found using the Chapter ID lookup function during the set up of your user name and password. I suggest simply pulling your chapter name down from the drop down box and just filling in your state. Your Chapter ID can also be found in the membership materials you received in August.

Can you send me an invoice for my dues?

You receive an invoice to print when members are submitted online any time during the membership year. You can log in and select View Statement on the main menu, click the [blue](#) view button after the invoice you wish to view and print.

What is the minimum number of members needed on a roster?

The minimum chapter size is ten (10) student members and one (1) advisor (you are okay as long as you have any combination of 11 paid members). The only exception is in the case of a new or reactivated chapter, who has two years to obtain the minimum chapter size.

I have submitted a roster online but no invoice appears under the View Statement part of the online member?

If the invoice cannot be viewed immediately or doesn't appear on your screen after hitting the Submit Roster to DECA button contact our membership department at 703-860-5000 and ask for Michael Mount.

How do I change a students' name?

Once a name is submitted it cannot be deleted or changed. The only change that can take place is a misspelling. Please submit any misspellings to Michael Mount via e-mail to michael_mount@deca.org showing the incorrect spelling and the correct spelling.

Many of my students use nicknames. Should their full name or nickname appear on the roster?

When submitting names; use full names, not nicknames. The name should appear the same on ALL documents (conference registration, competition, etc.) throughout the year.

What is an alumni member?

Alumni members are individuals who have graduated and wish to remain involved with the program by paying the appropriate DECA Inc. and state/provincial/territorial dues.

What is a professional member?

Professional members are individuals from the community (i.e., business leaders) who are active with the chapter. They must pay the appropriate DECA Inc. and state/provincial/territorial dues.

The program isn't working on my computer; can I do it the old way?

We need to check the requirements of the system to make sure your computer meets the minimum requirements. Are you using a PC or a Macintosh?

- If a PC, then you must be using Internet Explorer 6.0 or higher, but not as high as 7.0. To check your version, open up Internet Explorer and go to HELP on the menu bar. Click on About Internet Explorer and the version is the first line after the logo. If you are not running 6.0 or higher, then you will need to upgrade your Internet Explorer through www.microsoft.com.

- If you are running 6.0 or higher then we need to make sure you have your pop-up blocker is either turned off or set to allow any page from <http://membership.deltaepsilonchi.org> to be displayed. This can be done on the pop-up blocked notification bar at the time of the incident.
- Netscape is not a supported browser with our membership system.
- If you are using a Macintosh then you must use either FIREFOX or SAFARI as your internet browser. Internet Explorer and NETSCAPE are not compatible with our system on a Macintosh platform. This will solve most problems with the Macintosh. If you still are experiencing problems with your Macintosh, try to use a PC in your school or contact our membership department at 703-860-5000.

How do I submit names of new members once my initial roster has been submitted?

Just go back into the online membership system and enter new members the same way you entered the initial members. Double check to make sure your chapter information is still correct.

How do I know which members have NOT been submitted?

From the MAIN MENU screen, go to the Update Roster function for each type of member to see which ones haven't been submitted.

How do I know which members have been submitted?

From the MAIN MENU screen, go to Print Membership Roster.

Who must pay membership dues?

Board policy states that ALL members, including chapter advisors, must pay membership dues.

Have you received our payment of dues yet?

It takes approximately 7 to 10 business days to process your payment once received at DECA Inc. You can log in to the online system and go to View Statement. All payments and invoices are located in this module.

Do you accept Purchase Orders as payment?

Purchase Orders are not accepted as a method of payment. We will only make a payment on your account once a check is received.

Do you take credit cards or purchasing cards for payment of dues?

We do accept credit or purchasing cards for payment of dues. There are fees associated with card usage. Fees are as follows:

- \$1-\$250 = \$5
- \$251-\$500 = \$15
- \$501-\$1000 = \$25
- \$1001 and higher = \$35

We received our pins and cards but weren't recognized for achieving 100% membership?

When submitting members online, the chapter information page should be checked with 100% membership in the pull down menu. If this was not done, please contact us!

Do I send both State and DECA Inc. dues to you?

All dues are processed through DECA Inc. and then sent out to your State/Provincial Advisor with a report showing when we received the payment, the amount that was applied to your account and any balance that you may still have.

What do I need to send with my dues check?

An Original Invoice signed and dated by the chapter advisor or a copy of the View Statement page from the online membership system.

Where do I send my dues?

You will send them to our address, which is printed on the upper right-hand corner of your invoice. The address is:

DECA Inc.
 Attn: Membership Department
 1908 Association Drive
 Reston, VA 20191

Please e-mail any questions to Michael Mount at michael_mount@deca.org.

*** If you cannot get your computer to work with our system, please call our Membership Department at 703-860-5000 for assistance.**